Access To Care Reporting Subgroup Update

of the

Appointment Standardization

Integrated Program Team

25 October 2000

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Project Update

TRICARE Management Activity

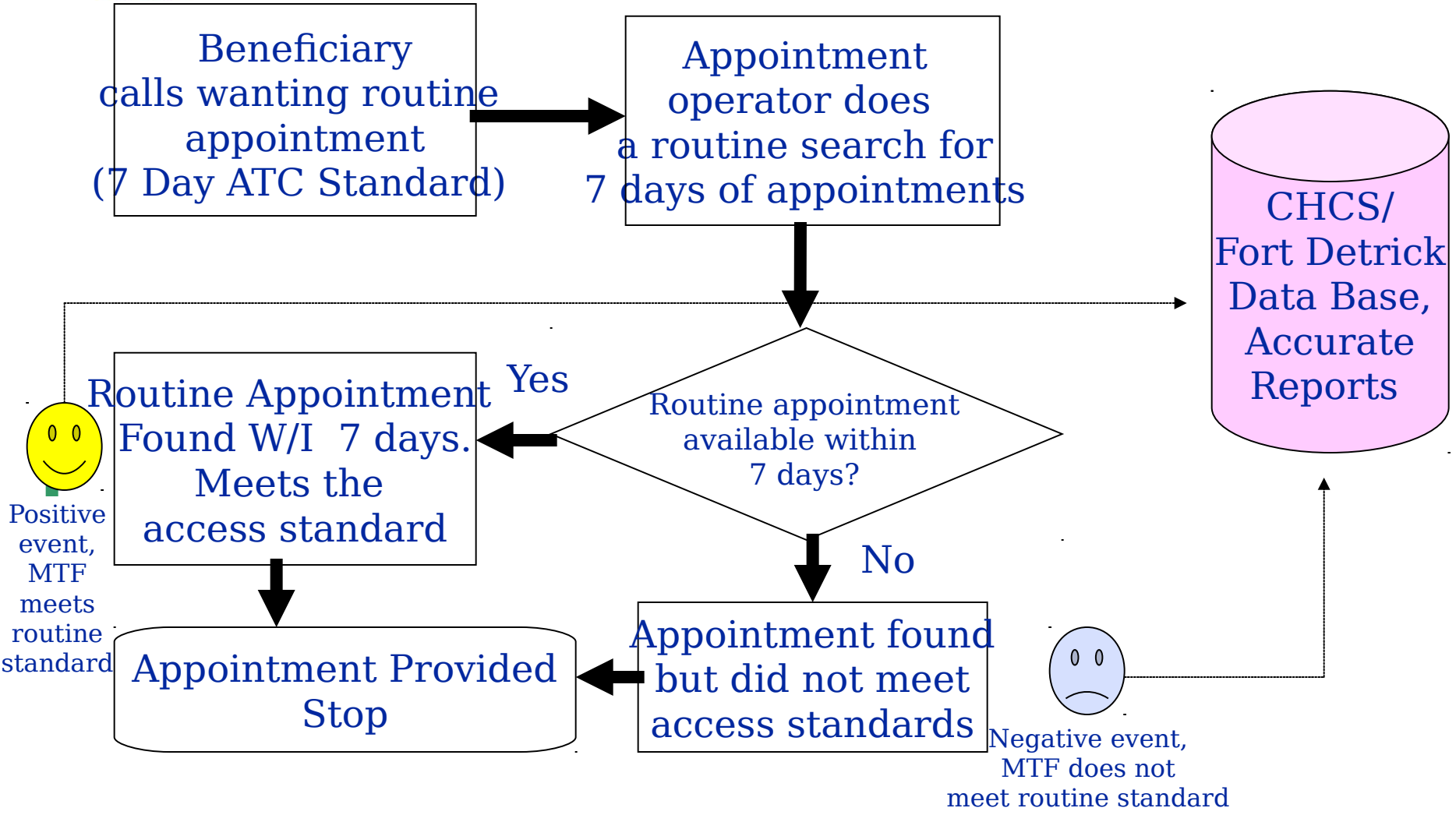
- ATC functionality has existed in CHCS since 10 July 2000
- ATC is needed to collect data to measure TRICARE's performance in meeting access standards for acute, routine, specialty and wellness appointments
- Optimization and Integration Directorate was given the mission to oversee the implementation of the ATC project
- Appointment Standardization is the operational arm of the ATC project.
- Issues with nurse triage, nurse help, demand management strategies
- Scripts will need to be developed with provider input
- Will be tied to the implementation of the nine standard appointment types

Background

- Initial plan presented to O&I on 1 September 2000
- Army, Navy, Air Force are providing volunteer sites
  - Army-Fort Riley, Navy-Jacksonville NH, Air Force-Keesler
- Major stakeholders are TMA PA&E, APS IPT, O&I, IMT&R, and the Services.
- Preliminary research/review data are being collected
  - All sites are collecting data
  - If flag is turned off, then the clinic's ATC data are not reported
  - ATC data quality are dependent upon clerk search
  - May be issues

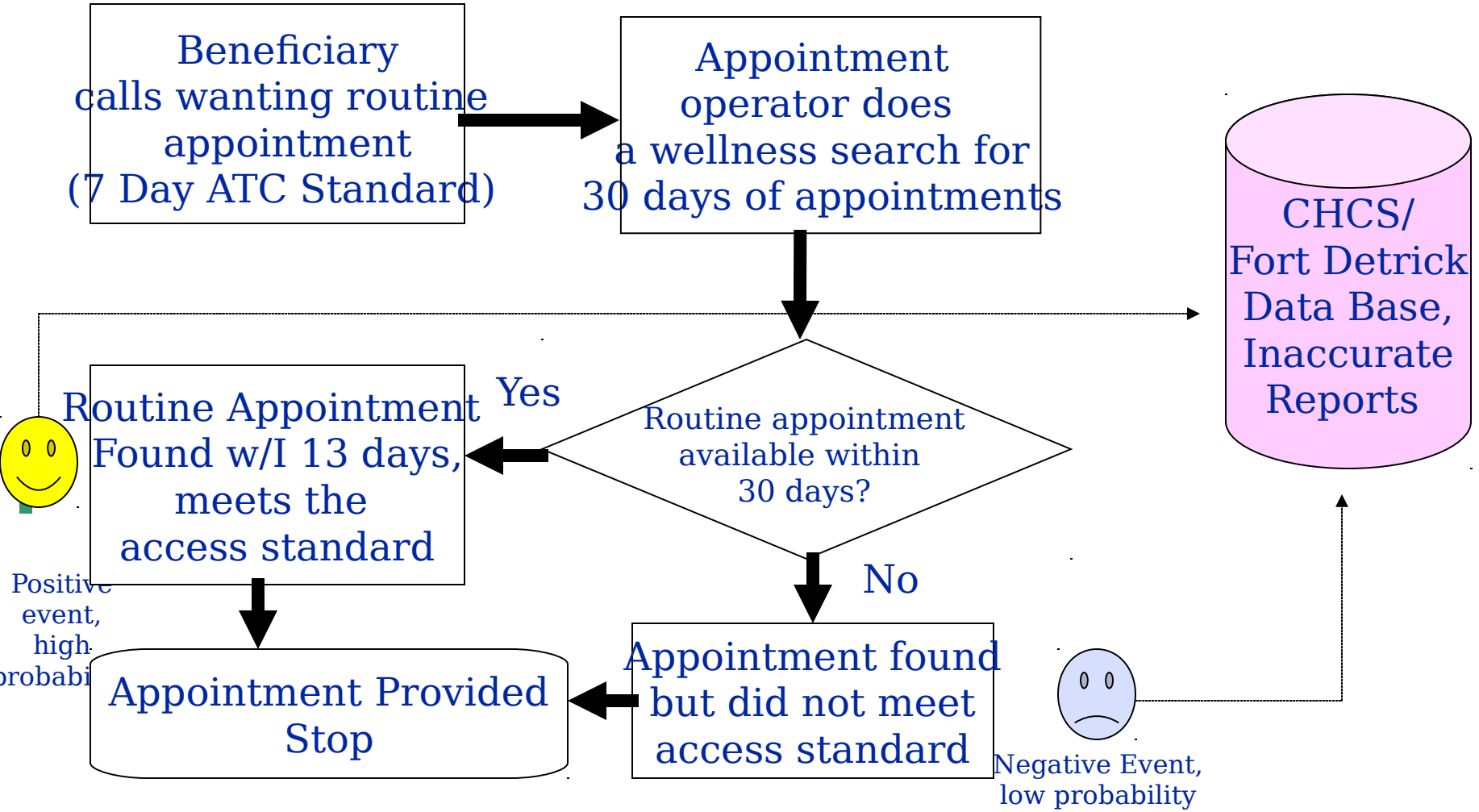
An Example

TRICARE Management Activity


Beneficiary calls wanting routine appointment (7 Day ATC Standard)
Appointment operator does a routine search for 7 days of appointments
CHCS/ Fort Detrick Data Base, Accurate Reports
Routine appointment available within 7 days?
Yes
No
Routine Appointment Found W/I 7 days. Meets the access standard
Positive event, MTF meets routine standard
Appointment Provided Stop
Appointment found but did not meet access standards
Negative event, MTF does not meet routine standard

Another Example

TRICARE Management Activity


Beneficiary calls wanting routine appointment (7 Day ATC Standard)
Appointment operator does a wellness search for 30 days of appointments
CHCS/ Fort Detrick Data Base, Inaccurate Reports
Routine appointment available within 30 days?
Yes
No
Routine Appointment Found w/I 13 days, meets the access standard
Positive event, high probabi
Appointment Provided Stop
Appointment found but did not meet access standard
Negative Event, low probability

How Do You Keep the System Honest?

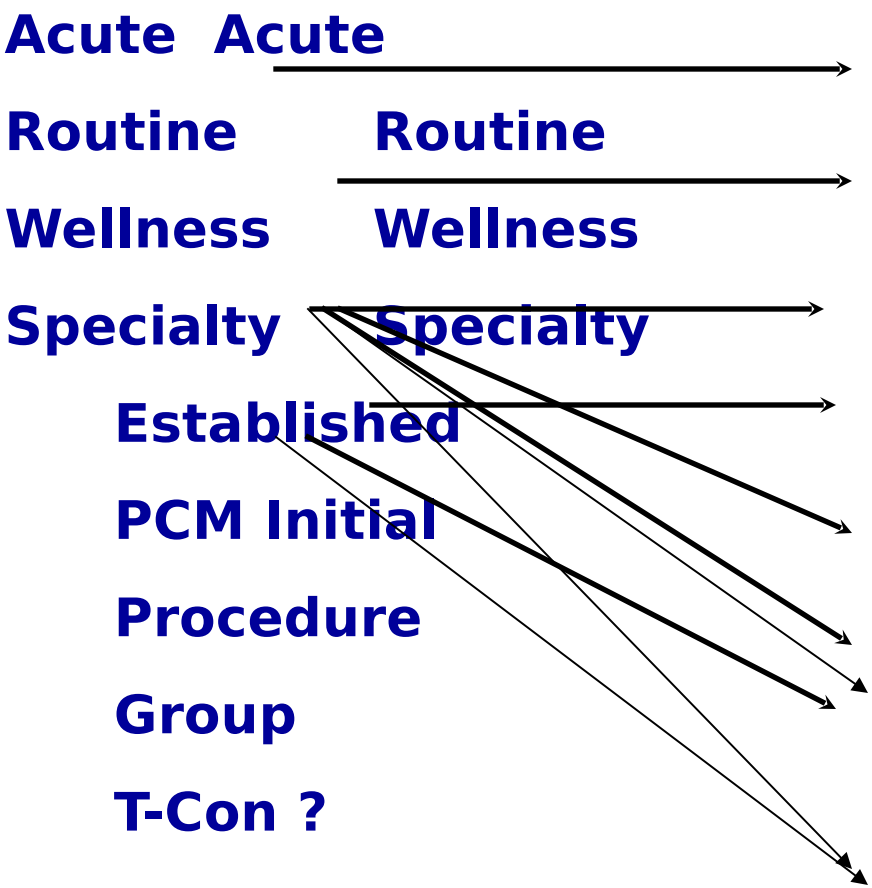
TRICARE Management Activity

- Compare with a report similar to TAT.
- Would be a role up of appointment types by MTF and include all clinics.
- Could call it "The Appointment Type Aggregate Report."
- Business rules would need to be created to "match" standardized appointment types to ATC categories.
- Would then need to match the ATC report access types to the Appointment Type Aggregate Report.
- Ultimately may have to re-think the ATC report.
- May tied directly to Standardized Appointment Types.

ATC Categories Mapped to APS Types

TRICARE Management Activity

ATC Categories **APS TYPES**



Alpha Test Agenda

TRICARE Management Activity

- Measure ATC data prior to Alpha test
- Have test sites sign an MOA
- Possible start-1 January 2001
- Implement business process changes and provide appointment clerks scripts/education to ensure that data collection are accurate
- Run for a specific time period
    - Three months?

Alpha Test Agenda

TRICARE Management Activity

- Establish File Transfer Protocol (FTP) schedule to Fort Detrick
- Review for FTP success
- Measure the change
- Establish procedures for implementing MHS wide

Future Direction

TRICARE Management Activity

- Coordinate the preparation of Dr. Sears level policy memo to the DSGs, and cced to the Lead Agents with the following content:
  - Short description of the functionality and purpose of ATC
  - Actions required such as pushing data, times to be pushed, reporting periods
  - Describe uses of the data, at MTF, LAs, TMA to include O&I and PA&E
  - Explain how MTF's can access this data at their own facility; educate by providing where to access instruction manuals
  - Goal is to provide ATC info to the Services, LAs and GAO/Congress

Near Term

TRICARE Management Activity

- Had first meeting of Access to Care Reporting Sub-Group to the Appointment Standardization IPT on 19 October 2000.
- Agreed to test sites
- Will meet again this afternoon